

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

SHIINE Western Regional Office
PROPOSALS ARE DUE NO LATER THAN MARCH 6, 2020 AT 5:00PM CST

RFP #: 1901

Department of Human Services'
Division of Long Term Services
and Supports

EMAIL:
Daniel.Hoblick@state.sd.us

READ CAREFULLY

FIRM NAME:	_____	AUTHORIZED SIGNATURE:	_____
ADDRESS:	_____	TYPE OR PRINT NAME:	_____
CITY/STATE :	_____	TELEPHONE NO:	_____
ZIP (9 DIGIT):	_____	FAX NO:	_____
FEDERAL TAX ID#:	_____	E-MAIL:	_____

PRIMARY CONTACT INFORMATION

CONTACT NAME:	_____	TELEPHONE NO:	_____
FAX NO:	_____	E-MAIL:	_____

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The Department of Human Services' Division of Long Term Services and Supports is the designated grant administrator for the Senior Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP) and Medicare Improvements for Patients and Providers Act (MIPPA) in the state of South Dakota. SHIP's are responsible for coordinating and providing a comprehensive statewide education program on Medicare, Medicare Part D, long term care insurance, Medicare supplements, and Medicare Advantage programs. SMP's empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education. MIPPA grant recipients provide Medicare prescription drug (Part D) counseling, screening for low income subsidies, and education on preventive services to areas and individuals that are difficult to reach (isolated, rural, culturally and ethnically diverse populations and low-income). Funded by the listed grants, this program has been known as the Senior Health Information and Insurance Education (SHIINE) program in South Dakota.

The Department of Human Services is soliciting proposals to provide a regional presence for the SHIINE program in the Western region. Duties include, but are not limited to, recruiting, managing and retaining volunteers and partners; providing senior health insurance education; assisting Medicare beneficiaries in comparing coverage options; helping beneficiaries apply for low income subsidies; and reporting fraud, errors, and abuse. The state has been divided into 3 regions. The Department of Human Services is soliciting proposals for the Western region. The identified counties and anticipated funding available for each annual grant contract are:

Western Region: up to \$126,061.73 to serve the counties of Harding, Perkins, Butte, Meade, Ziebach, Haakon, Lawrence, Pennington, Custer, Fall River, Oglala Lakota, Bennett, Jackson, Jones, Mellette, and Todd.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Department of Human Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Department of Human Services. The reference number for the transaction is RFP #1901. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

1.3 LETTER OF INTENT

All interested offerors are requested to submit a non-binding **Letter of Intent** to respond to this RFP. While preferred, a Letter of Intent is not mandatory to submit a proposal.

The letter of intent must be received by email in the Department of Human Services no later than 02/07/2020 and must be addressed to Daniel.Hoblick@state.sd.us. Please place the following in the subject line of your email: **“Letter of Intent for RFP #1901”**. Be sure to reference the RFP number in any attached letter or document.

1.4 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication	01/24/2020
Letter of Intent to Respond Due	02/07/2020
Deadline for Submission of Written Inquiries	02/14/2020
Responses to Offeror Questions	02/21/2020
Proposal Submission	03/06/2020
Anticipated Award Decision/Contract Negotiation	04/03/2020

1.5 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received in the Department of Human Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

One original hard copy of the proposal must be submitted by mail and an electronic version made available.

Due to security concerns, the State will not accept electronic proposals on portable media, so offerors must provide a secure location where the State can electronically download the Offeror's proposal(s). This secure location can be a SFTP site, an encrypted FTP site or a webpage using SSL if files are only downloaded and nothing has to be uploaded. Offeror's shall reference their secure web location in the paper copy of their proposal.

All proposals must be signed, in ink, by an officer of the responder, legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words “Sealed Proposal Enclosed” must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**South Dakota Department of Human Services
Attention: Dan Hoblick
Request for Proposal #1901
3800 E. Hwy 34
C/O 500 E. Capitol Ave.
Pierre, SD 57501**

No proposal shall be accepted from, or no contract or purchase order shall be awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.7 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.8 RESTRICTION OF BOYCOTT OF ISRAEL

For contractors, vendors, suppliers, or subcontractors with five (5) or more employees who enter into a contract with the State of South Dakota that involves the expenditure of one hundred thousand dollars (\$100,000) or more, by submitting a response to this solicitation or agreeing to contract with the State, the bidder or offeror certifies and agrees that the following information is correct:

The bidder or offeror, in preparing its response or offer or in considering proposals submitted from qualified, potential vendors, suppliers, and subcontractors, or in the solicitation, selection, or commercial treatment of any vendor, supplier, or subcontractor, has not refused to transact business activities, has not terminated business activities, and has not taken other similar actions intended to limit its commercial relations, related to the subject matter of the bid or offer, with a person or entity on the basis of Israeli national origin, or residence or incorporation in Israel or its territories, with the specific intent to accomplish a boycott or divestment of Israel in a discriminatory manner. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response. The successful bidder or offeror further agrees to provide immediate written notice to the contracting executive branch agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination.

1.9 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

1.10 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after 02/14/2020. Email inquiries must be sent to Daniel.Hoblick@state.sd.us with the subject line “**RFP #1901 Questions**”.

The Department of Human Services will respond to offeror’s inquiries (if required) via e-mail. All offerors will be informed of any inquiries and the State’s response. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.11 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.12 LENGTH OF CONTRACT

The initial grant contract period for the Western region will begin June 1, 2020 and end May 31, 2021, with a renewable one year grant contract period beginning June 1, 2021. The total grant period for the Western SHIINE region will not extend past May 31, 2022.

1.13 GOVERNING LAW

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in the State of South Dakota. The laws of South Dakota shall govern this transaction.

1.14 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror’s expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State’s request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each

proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD CONTRACT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as seen in Attachment A. As part of the negotiation process, the contract terms listed in Attachment A may be altered or deleted. The Offeror should indicate in their response any issues they have with any specific contract terms. If the Offeror does not indicate any contract term issues, then the State will assume the terms are acceptable.

3.0 SCOPE OF WORK

3.1 REGIONAL RESPONSIBILITIES

- 3.1.1 Describe your prior experiences and skillsets and how they relate to and benefit the services of this RFP. If you have provided SHIINE services in the past, please state so.
- 3.1.2 Describe your ability to comply with the SHIINE Regional Coordinator Handbook, Attachment C.
- 3.1.3 Describe how SHIINE services will be offered year-round throughout the region. Region-wide services consist of: regional office operation (indicate hours of operation during Open Enrollment and throughout the year); Medicare counseling events; volunteer recruitment, training, and coordination; and outreach events.
- 3.1.4 Grant funding requires specific focus on hard to reach populations like the region's rural areas, tribal reservations, ethnically diverse populations, culturally diverse populations, individuals with disabilities, and individuals with low-income. Identify any foreseen barriers and/or challenges to the proposed service area and how they will be overcome.
- 3.1.5 Describe how you will coordinate with a network of regional volunteers and partners that can assist you in counseling beneficiaries, distributing SHIINE materials, delivering presentations, and staffing community education events across the entire region.
- 3.1.6 Describe how you will initiate services and provide them ongoing. Include any challenges you foresee and how you will overcome these challenges.
- 3.1.7 Describe how you plan to maintain and manage a toll-free phone number, local phone number, and public email for the region.
- 3.1.8 Describe how you will ensure all staff and volunteers are adequately trained and have, at minimum, completed all training required by the SHIINE Volunteer Training section in the SHIINE Regional Coordinator Handbook, as outlined in Attachment C.

- 3.1.9 Respondents must comply with the Volunteer Risk and Program Management policies and procedures, which include policies for recruiting, screening, supporting, supervising, managing, and recognizing volunteers, as listed in the SHIINE Regional Coordinator Handbook in Attachment C. Describe your ability to comply with these policies and procedures.
- 3.1.10 Describe your methods for confidentially maintaining volunteer records for the region, including required screening and training. The SHIINE Regional Coordinator ensures each volunteer is adequately trained and assigns the volunteer duties as detailed in the SHIINE Regional Coordinator Handbook, Attachment C.
- 3.1.11 Respondents must provide or arrange for volunteer insurance. Indicate your acknowledgement of this requirement.
- 3.1.12 Describe how you will ensure volunteers are registered into designated data systems and how you will monitor their reporting of counseling and outreach activities throughout the region for SHIP, MIPPA and SMP grant efforts.
- 3.1.13 Indicate how you will follow up with volunteers after setting goals during their annual review to meet performance criteria set mutually by the Regional Coordinator and the SHIINE Director.
- 3.1.14 Respondents must provide confidential, unbiased, and free services through the SHIINE program. No SHIINE staff member or volunteer is allowed to hold an active insurance license. Describe how you will ensure the above stated criteria is met.
- 3.1.15 Describe your approach in creating and maintaining a regional strategic plan based on quarterly data reports provided by the SHIINE Director to expand or enhance services in areas of need.
- 3.1.16 Describe your plan to provide Medicare Part D enrollment events and one-on-one enrollment opportunities during Part D Open Enrollment (October 15 – December 7) in all counties across the region.
- 3.1.17 The SHIINE Director distributes a pre-approved Regional Coordinator Marketing Campaign and Open Enrollment Promotional Campaign annually for Regional Coordinators, SHIINE staff, and SHIINE volunteers to utilize for various marketing strategies throughout the year. Describe your plan to promote and advertise educational events, volunteer opportunities, and Open Enrollment counseling events with the assistance and approval of the SHIINE Director and the South Dakota Department of Human Services' Communications Director. Budget for any planned advertising in your Cost Proposal (Attachment B).
- 3.1.18 Describe how you plan to provide Low Income Subsidy (LIS) screening and enrollment opportunities year-round to eligible beneficiaries.

- 3.1.19 Respondents must ensure a minimum of two outreach events are held at each Native American reservation in each region per year. Describe how you intend to meet this requirement.
- 3.1.20 Respondents must utilize the Department of Human Services approved SHIINE logos, SHIINE messaging, marketing, and educational materials to promote the SHIINE volunteer program and request approval for local adaptations. Indicate your acknowledgement of this requirement.
- 3.1.21 Respondents must submit a written monthly report of activities to the SHIINE Director in accordance with the monthly report template provided by the SHIINE Director. The monthly report must contain information regarding volunteer recruitment efforts throughout the month. Indicate your acknowledgement of this requirement and describe strategies you will use to routinely conduct volunteer recruitment efforts.
- 3.1.22 Describe how you will provide advance notice of planned activities to the SHIINE Director to keep the SHIINE website up-to-date and accurate.
- 3.1.23 Respondents must maintain financial records of SHIINE expenditures for the region and send a monthly invoice to request draw down of funds to the SHIINE Director. Indicate your acknowledgement of this requirement.
- 3.1.24 Respondents agree to participate in and help facilitate the annual recertification trainings for SHIINE staff and volunteers. Indicate your acknowledgement of this requirement.

3.2 MAINTENANCE AND MANAGEMENT OF THE TOLL-FREE PHONE NUMBER FOR THE STATE:

One region will be awarded additional money for answering the statewide toll-free phone number and providing referrals both within that region and to other regions as indicated. Include a line item cost proposal for this item along with your regional cost proposal(s), as outlined in Attachment B.

- 3.2.1 Respondents who are bidding to operate the toll-free phone number for the state should describe the hours of coverage and detail plans to staff this operation. Budget for any planned expenditures for this operation in your Cost Proposal.

3.3 DUTIES OF THE SHIINE DIRECTOR:

The below duties will be the primary responsibility of the SHIINE Director, to be completed with input and assistance from the Regional Coordinators, as requested by the SHIINE Director:

- 3.3.1 Maintenance of the Senior Health Information and Insurance Education website, www.SHIINE.net.
- 3.3.2 Providing advertising and promotional tools for marketing educational activities, volunteer recruitment, and Open Enrollment counseling.
- 3.3.3 Reporting to the Administration for Community Living on grant activities.

3.3.4 Development and distribution of consistent training materials to all regions.

3.3.5 Provide ongoing technical assistance to the regional staff.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.

4.2 Offeror's Contacts: Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.

4.3 The offeror may be required to submit a copy of their most recent audited financial statements upon the State's request.

4.4 Provide the following information related to at least three previous and current service/contracts, performed by the offeror's organization, which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years.

- a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
- b. Dates of the service/contract; and
- c. A brief, written description of the specific prior services performed and requirements thereof.

5.0 PROPOSAL RESPONSE FORMAT

5.1 An original and one electronic copy must be made available. Please refer to section 1.5 for more information.

5.1.1 Offerors may not send the electronically formatted copy of their proposal via email.

5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.

5.2 All proposals must be organized and tabbed with labels for the following headings:

- 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
- 5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
- 5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - 5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.
 - 5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP.
 - 5.2.3.3 A clear description of any options or alternatives proposed.
- 5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

See section 7.0 for more information related to the cost proposal.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

- 6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria:
 - 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
 - 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
 - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;

- 6.1.4 Availability to the project locale;
- 6.1.5 Familiarity with the project locale;
- 6.1.6 Proposed project management techniques; and
- 6.1.7 Ability and proven history in handling special project constraints.

6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.

6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.

6.5 Award: The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.

6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.

6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

7.0 COST PROPOSAL

Offerors must submit a cost proposal as outlined in 5.2.4 and Attachment B. The cost proposal should provide the proposed number of hours of service to be performed by each staff member and the hourly rate of each staff member's time to be billed under the grant contract. The basis for determining the value of personal services, materials, equipment, and office space shall be documented. Cost proposals must be submitted using Attachment B. An individual cost proposal must be submitted for each region the offeror is bidding on.